

Impaired Risk – Frequently Asked Questions

Who is Elite Marketing Group?

- We are an independent brokerage group established in 1987 with over 140 years of combined experience in Life Insurance. We have practiced and honed the Impaired Risk process to find the best options for your clients with impairments.

Do I have to be appointed to work with your group?

- No. You do not have to be appointed to submit a quote request. Just complete the Mandatory Initial Questionnaire and any applicable questionnaires, then send to our team's email address and we will research options for your client. Once a carrier is chosen and an application is completed, you will be appointed with that individual carrier.

Can you write any impairment?

- Within reason, yes. We take time with each case to communicate with our carriers' underwriters to discuss your client's specific situation and find the best carrier for each client's individual impairments. Anyone with an impairment must be 18 years or older.

Do I need more than the Mandatory Initial Questionnaire?

- Most likely yes, as almost every case with us will need additional information. If your client checked any box on the Initial Questionnaire, we will need follow-up information on correlating questionnaires. For example: A client with high blood pressure will also need the Blood Pressure Questionnaire completed, including all supplementary information on that form.

Is a questionnaire an "application"?

- No. All initial information submitted to us is for quoting purposes only, to see if we can find a carrier to write your client's case. A carrier application will follow once we find an option to fit your client.

Why do you need to know the exact reason for the decline?

- Placing a case for an impaired client is a difficult challenge. We need all possible information for every case so we can find the best carrier for each person. If we lack information and send a quote with a rating, full medical and financial underwriting will ultimately uncover all omitted or misrepresented information. If missing information is pertinent it can lead to a higher rating or even a decline.

How long does it take to get a response to an inquiry?

- We strive for a 72 business-hour turn around. Higher risk clients or those lacking information may take longer for us to receive a reply from the underwriters.

How long does it take to place a case once applied for?

- The average case will take 45 days from application submission to underwriting decision. Most applications are electronic. With an application, your client will have a phone interview (in most cases), medical exam, and electronic signatures. The completed application will then be transmitted to the carrier for underwriting. If a case requires an APS or other medical documents, underwriting can take longer depending on the medical facility's response time.

Does my client need a new paramed?

- Yes, for all fully underwritten applications.

What happens after an application is submitted?

- Your client will be contacted to complete their interview and exam, then you will hear from our Case Management team for any necessary follow up. Meanwhile, our in-house licensing team will request and process your appointment with the carrier.

Do I have to have a decline?

- Yes. You must give your carrier the first right-of-refusal for any coverage. However, if you have a client who was not declined but falls outside of your carrier's product portfolio parameters, email us to discuss the options.

Can I reach your team by phone?

- Yes. We have a dedicated voicemail and inbox for all agents which is monitored through the day by our team. It is always fastest to reach us via email, but we can also arrange (via email) a phone call at your convenience.